

Cyber Security Awareness Training Program: End User FAQs



Potential Questions for End User FAQ Document

Q: I don't work in an IT-related area. Do I need to participate in this training?

A: Yes. In fact, this training was developed with the non-technical user in mind. As state employees, we are all aware of the ever-increasing role cyber security plays in both our personal and professional lives, regardless of the area we work in. The courses in this series are designed to help equip state employees with the most effective tools possible for recognizing and preventing cyber-related incidents.

Q: How do I register for the training?

A: Registering for the cyber security awareness training program is quick and painless. Employees should visit the cyber security awareness training program website, <https://sc.thesacschools.com>, click the "log in" tab located on the right side of the screen, and follow the directions provided.

Q: Can I stop in the middle of a course and complete it at a later time?

A: Yes. While the modules in this series are relatively short in length, typically taking less than 15 minutes to complete, you may stop in the middle of the course and complete it at a later time. The training courses have a bookmarking feature which allows the user to resume the presentation where he/she left off at a later time.

Q: Can I skip ahead through parts of the course?

A: While it's recommended you view the course in its entirety, it is possible to skip through portions of the module by clicking on the slide advancement – or fast forward – button. You may also pause the course and replay previous portions by clicking on the appropriate buttons.

Q: Can I take the same course more than once?

A: Yes. You may view previously completed course modules at any time by clicking on the appropriate course title in the "my courses" section of the cyber security awareness training program website.

Q: Can I view the courses I've previously completed?

A: Yes. You may view a listing of all of the courses you have completed as part of the cyber security awareness training program by accessing the "my courses" tab.

Q: Do I have to take every course offered through this program?

A: You are strongly encouraged to complete every course offered in the program.

Q: Is there a time period in which I have to take each course?

A: No. The training is self-paced and may be taken at any time through the next year.

Q: Do I have to pass every course quiz?

A: In order to complete the course, you must receive a passing score on the course quiz.

Q: What if I don't pass a course quiz the first time?

A: You may retake the course quiz immediately or at a later time if you wish. If you elect to retake the quiz at a later time, please select "start a new attempt" in the course launch window.

Q: Will I receive a certificate of completion for each course?

A: Employees will be able to print a certificate of completion after he/she successfully passes the course quiz.

Q: Can I access the training courses from home?

A: Yes. You may access the training remotely.

Q: What should I do if I forget my password?

A: Should an employee forget their password, they can have it reset by clicking on “forgotten your user name or password?” in the Log In section of the training program. After verifying the employee’s user name or email address, a temporary password will be provided in an automatically generated email. Once account access has been established, the employee should change the temporary password to a unique password only they are aware of.

Q: What are the password requirements for the learning management system (LMS)?

A: The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s). The system restricts the password length to 32 characters but it is not advisable to use passwords over 12 characters.

Q: What if I have a change to my personal information, such as a name change; will I need to re-register through the training system?

A: You should notify your training coordinator of this change. He / she will contact Sakoya Bryant, Program Manager to update the learning management system (LMS).

Q: Can employees retake courses?

A: Employees are able to retake courses and must receive a passing score on the course quiz to complete the course.

Q: Can employees retake a course quiz after the initial score has been recorded?

A: Yes. An employee may retake the course quiz if he/she does not successfully pass the course. When selecting this option, please make sure you “start a new attempt” in the course launch page.

Q: How long will the training be available?

A: The training will be available over the next year.

Q: Is this training mandatory for all employees?

A: This training is not mandatory.

Q: How often will new courses be added to the training program?

A: New courses are scheduled to roll out on a monthly basis.

Q: What are the recommended web browsers for use with the training program?

A: The Cyber Security Awareness Training Program is compatible with a wide variety of web browsers including the following recommended browsers; Mozilla Firefox (latest version), Google Chrome (latest version), Safari 6 (OS X 10.7 or later), or Internet Explorer (IE 10 or higher).

Q: Is there a JavaScript or Flash Requirement?

A: Yes. The course requires Flash Player, minimum version 6.0.79.